

CPNI Presentation
AIM 10/2/2018

This is the 7th AIM meeting that I've done this presentation.

Door Prize for 7th employee to sign in.

As a regulated utility company, Cap Rock Telephone must comply with rules enacted by the Texas Public Utility Commission and the Federal Communications Commission, the FCC. The FCC has developed some rules to protect customer's private information concerning the services they have. The main reason for doing this was to prevent telephone companies from unfairly using customer's private information to target market other services to them.

CPNI is the acronym for Customer Proprietary Network Information Rules.

Door Prize for who can define CPNI

Phone companies have access to the services provided to customers as well as the specific call detail records. The FCC did not want this information to be used to upsell to customers based upon their usage. An example of this would be looking at a customer's call records and seeing that they call Mexico. Then marketing a call plan to them for calls to Mexico. Cap Rock does not target market services based upon a customer's CPNI. Rather, we market all available services to all eligible customers.

Door prize for example of CPNI

Cap Rock has always protected our customer's private information. The FCC wanted to prevent unauthorized users from accessing a customer's information and making changes to their account. We don't make changes to customer accounts without proper authorization and we have not used customer specific information to target market our services. However, these rules gave some more specific guidelines that we needed to follow.

Most of the rules are directed at the Commercial Department, where customers that call in must be verified before service orders can be done or questions can be answered. Customers can password protect their account, use a security question, or even specify who can and cannot make changes on their account. When we promote new products or services, we don't analyze customer's usage, but rather make the new offerings available to all eligible customers. Servicemen out in the field and at customer homes should not discuss other customer's services. Although TV and Internet are not specifically included as CPNI, it is our policy to not discuss one customer's services with another.

Door prize for ways a customer can protect their account.

The FCC requires that we review these rules with employees, so you will probably continue to hear about CPNI. If you have any questions about the policies, please let me know.

Extra door prize, if needed.

2018 Annual Employee Informational Meeting




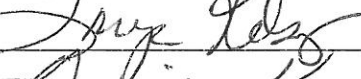
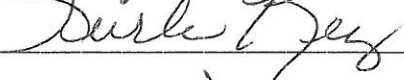

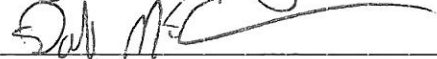
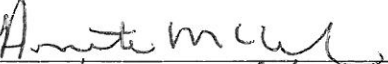
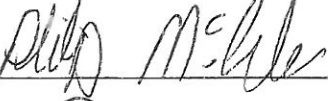

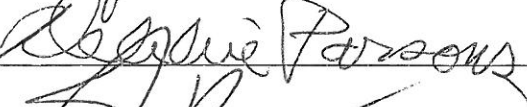

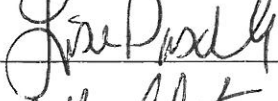

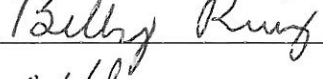




Date & Time: October 2, 2018 at 7:15 p.m.

Location: Spur ISD Cafetorium

Please Sign by Your Printed Name for Record of Attendance

1. Riley Abbott Riley Abbott
2. Andrew Adams Andrew Adams
3. Yolanda Adams Yolanda Adams
4. Debbie Allen Debbie Allen
5. Joanna Bateman Joanna Bateman
6. Bryan Beaty Bryan Beaty
7. Ronnie Bilberry Ronnie Bilberry
8. Tom Bowman Tom Bowman
9. Cody Carnes Cody Carnes
10. Mike Cargile Mike Cargile
11. Shana Cheyne Shana Cheyne
12. Ray Faubus Ray Faubus
13. Jay Hagins Jay Hagins
14. Cody Hall Cody Hall
15. Shayne Harris Shayne Harris

Please Sign for Record of Attendance (Cont'd)

- | | | |
|-----|---|-------------------|
| 16. |  | Doug Hindman |
| 17. |  | Tra Howell |
| 18. |  | Stephen Jones |
| 19. |  | Tonya Kelsey |
| 20. |  | Twila Key |
| 21. |  | Julia King |
| 22. |  | Donald McArthur |
| 23. |  | Annette McCormick |
| 24. |  | Philip McCormick |
| 25. |  | AJ Moore |
| 26. |  | Debbie Parsons |
| 27. |  | Shane Parsons |
| 28. |  | Lisa Paschall |
| 29. |  | Jerry Roberts |
| 30. |  | Billy Ruiz |
| 31. |  | Cody Shafer |
| 32. |  | Emily Schmidt |
| 33. |  | Jason Slaton |
| 34. |  | Tommy Swaringen |

Please Sign for Record of Attendance (Cont'd)

35. Mitzi Taylor Mitzi Taylor
36. Andy Vargas Andy Vargas
37. Katie Weiser Katie Weiser
38. Marvin West Marvin West
39. Paul White Paul White
40. Jimmy Whitefield Jimmy Whitefield

The above signed employees of Cap Rock Telephone attended the company's Annual Informational Meeting (AIM) held October 2, 2018 in Spur, TX. At this meeting, the Cooperative's CPNI Policy was reviewed and discussed, by Ms. Cheyne, Director of Customer Service and Public Affairs. In compliance with federal regulations on CPNI; this shall serve as annual training.